State of Michigan
Civil Service Commission

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code
1. DPTLTCHED04R

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	**8. Department/Agency** LICENSING AND REGULATORY AFF
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** Bureau of Professional Licensing
4. Civil Service Position Code Description DEPARTMENTAL TECHNICIAN-E	**10. Division** Licensing Division
5. Working Title (What the agency calls the position) Licensing Technician	**11. Section** Licensing Section 2
6. Name and Position Code Description of Direct Supervisor KOEHLER, CHRISTINA; STATE ADMINISTRATIVE MANAGER-1 15	**12. Unit**
7. Name and Position Code Description of Second Level Supervisor DEBANO, BRIAN; STATE DIVISION ADMINISTRATOR 17	**13. Work Location (City and Address)/Hours of Work** 611 W OTTAWA ST; LANSING, MI 48915 / Monday-Friday; 8am-5pm

14. General Summary of Function/Purpose of Position

This position functions as a departmental technician for statewide licensing programs administered under the authority of the Public Health Code and associated administrative rules. The individual reviews and processes applications for licenses, registrations and/or permits in order to determine eligibility in accordance with statutory and rule provisions. The individual also responds to inquiries regarding licensing requirements and application processes. The individual will assist in preparing and keeping training material, tip sheets and guides current using the administrative rules for the 11 professions and 28 license types.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary: **Percentage: 45**

Responds to inquiries regarding requirements that must be met for licensure, registration or permit applications and ensures the accuracy and reliability of the information. Assists with ensuring authenticity and integrity of the public records and accuracy of information available online, by phone, in writing, and in person and processes requests for certifications of licensure.

Individual tasks related to the duty:

- Assists in answering telephone inquiries and directing calls when appropriate.
- Responds to customer email inquiries regarding application processes and licensure requirements.
- Assists in the maintenance and update of procedures for the work unit.
- Ascertains the appropriate course of action in response to requests for assistance from staff, public, and other agencies.
- Explains work instructions, methods, procedures and policies to staff to facilitate their understanding and applicability of those procedures or policies.
- Researches and responds to complex questions to determine if a policy exists.
- Processes requests for certifications of licensure.
- Process application for licensure, re-licensure, name and address changes, duplicate licenses, employer changes and ownership changes.

Duty 2

General Summary: **Percentage: 55**

Processes all types of license applications, determines eligibility in accordance with statutory mandates, rules and departmental policy. Processes refund requests. Coordinates scanning preparation and record maintenance. Analyzes, recommends and assists in preparing training material. Keep all training material up to date using the most current administrative rules for 11 professions and 28 license types.

Individual tasks related to the duty:

- Processes applications for licensure, re-licensure, name and address changes, duplicate licenses, employer changes, and ownership changes.
- Processes license renewal applications and evaluates compliance with statutory provisions for renewal.
- Assists in processing various administrative requests such as FOIA requests, subpoenas, requests for refunds, and chargeback inquiries.
- Respond to a variety of written and oral inquiries from applicants/licensees regarding the processing of their application
- Performs data entry into licensure database and all other unit processes.
- Maintains forms and templates and recommends changes when necessary.
- Coordinates scanning preparation and ensures the accuracy of database records
- Assists in preparing and keeping training material current for 11 professions and 28 license types
- Research and recommend training needs and refreshers based on historical data/information and trend analysis
- Performs other duties as assigned

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Locates appropriate records and provides information to licensees, applicants, and members of the public. Interprets and applies instructions and guidelines to resolve work problems in accordance with procedure manuals, statutes, policies, and established practices. Service to licensees, applicants, and the public is affected.

17. Describe the types of decisions that require the supervisor's review.

Supervisory review is required for situations not addressed by procedures and/or policies.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The job is performed in a general office environment. The position requires minimal physical effort or exertion. Physical effort would be sitting, standing, and walking to other areas and transporting files within the office. Environmental conditions would be limited to exposure to the heating and cooling of the building during the workday. This position requires extensive usage of a personal computer.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

Complete and sign service ratings. Assign work.

N		N	
N	Provide formal written counseling.	N	Approve work.
N	Approve leave requests.	N	Review work.
N	Approve time and attendance.	N	Provide guidance on work methods.
N	Orally reprimand.	N	Train employees in the work.

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes

23. What are the essential functions of this position?

This position functions as a technician for statewide licensing programs, reviewing and processing applications for licenses, registrations and/or permits, and responding to inquiries regarding licensing requirements. Processes license applications, requests for refunds, processes other associated requests and applications, and prepares documents for scanning. Provides information to the public and ensures the accuracy and reliability of the information. Assists with ensuring authenticity and integrity of the public records and accuracy of information available online, by phone, in writing, and in person.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

The function of the work area is to license individuals and businesses who qualify pursuant to statutory requirements. This position provides a portion of that responsibility by performing the duties previously described.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education typically acquired through completion of high school.

EXPERIENCE:

Departmental Technician 7
One year of experience performing administrative support activities equivalent to the 7-level in state service.

Departmental Technician 8
One year of experience as a technician or paraprofessional equivalent to the entry level in state service.

OR

One year of experience performing administrative support activities equivalent to the 8-level in state service.

Departmental Technician E9
Two years of experience as a technician or paraprofessional, including one year of experience equivalent to the intermediate level in state service.

OR

One year of experience performing administrative support activities equivalent to the 9-level in state service.

OR

One year of experience as a supervisor of administrative support activities equivalent to the 9-level in state service.

Alternate Education and Experience

Departmental Technician 7
Completion of two years of college (60 semester or 90 term credits) may be substituted for the experience requirement.

Departmental Technician 8
Possession of a Bachelor's degree may be substituted for the experience requirement.

Departmental Technician E9
Possession of a Bachelor's degree and one year of job-related experience may be substituted for the experience requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of the policies, procedures and statutes administered by the Licensing Division and the ability to interpret and apply them. Knowledge of the section and division forms and work flow. Ability to maintain favorable public relations. Ability to communicate effectively in person, by phone and through correspondence. Ability to use PC and various computer programs and software.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

none

I certify that the entries on these pages are accurate and complete.

Appointing Authority **Date**

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee	Date